

RE: CSB CASES - REQUEST YOUR ADVICE, PLEASE!

From: Inna Malashenok <Inna.Malashenok@usac.org>

Sent: Tue, Jul 31, 2018 at 5:34 am

To: kpulliam@icc-psd.com, Bostick, Katie M

image001.png (64 KB)

Hello Karen and Katie,

Thank you for taking my call early this morning. During my investigation I found that your FCC Form 486 # 79006 was incorrectly dismissed during the form review process. This is now preventing you from filing invoices.\

Since the FCC Form 486 Notification Letter was issued on December 14, 2017 it is now passed the 60 day appeal window. To remedy this issue, please request an appeal deadline waiver from the FCC and explain that this reviewer error is now preventing your ability to invoice successfully.

If you need additional help with filing your appeal waiver please contact me directly.

Thank you,

Inna Malashenok  
Schools and Libraries Program  
Senior Program Analyst  
202-423-2075 (ph)

From: kpulliam@icc-psd.com [mailto:kpulliam@icc-psd.com]

Sent: Monday, July 30, 2018 2:05 PM

To: Catriona Ayer

Cc: ICC; Bostick, Katie M

Subject: CSB CASES - REQUEST YOUR ADVICE, PLEASE!

Importance: High

Good Afternoon Catriona,

I have another request for your advice on CS Case #232196 in conjunction with #240443. These cases are regarding Las Vegas West School District's Form 486 that states in my news feed that it is approved, but the status in EPC still states "in review" and CenturyLink can not get their invoices paid by USAC.

The case was first created on 3/27/2018. I am continually calling, and reopening the cases for status updates. CS states the case has been escalated to management, but I can not speak to the reviewer and no one calls or responds to the case at all.

Can you please advise me where to go from here or refer me to a manager?

Thank you so much for your help once again!

Sincerely,

Karen

Karen Pulliam  
E-rate Administrator  
ICC/E-rate Consulting  
505-220-7275  
505-899-8888 Fax  
kpulliam@icc-psd.com

Records / Customer Service Cases

# #232196 - 486 APPROVAL FOR FRN 1799095107

UPDATE CASE

Summary

News

Related Actions

## Case Details

|                     |                                      |                     |                                |
|---------------------|--------------------------------------|---------------------|--------------------------------|
| <b>Topic</b>        | System Problem Report - FCC Form 486 | <b>Form Type</b>    | FCC Form 486                   |
| <b>Status</b>       | Pending USAC                         | <b>Form Number</b>  | 79006                          |
| <b>Priority</b>     | Medium                               | <b>Created By</b>   | Karen Pulliam                  |
| <b>Inquiry Type</b> | Web                                  | <b>Created On</b>   | 3/27/2018 12:32 PM EDT         |
|                     |                                      | <b>Organization</b> | LAS VEGAS WEST SCHOOL DISTRICT |

## Case Description

**Description** CenturyLink has not been reimbursed by USAC for the approved FRN #1799095107. Can you please clear this FRN for payment. It seem EPC is not synced with certain aspects of the Form 486 approvals. Please see attached approval spreadsheet.

## Case Artifacts

### Documents

| Name                               | Uploaded By   | Upload Date      |
|------------------------------------|---------------|------------------|
| 486 - 79006 - 486 LVWSD 2017 CAT 1 | Karen Pulliam | 7/12/18 1:14 PM  |
| EPC states 486 still in review     | Karen Pulliam | 7/12/18 1:14 PM  |
| CenturyLink EMAIL Question         | Karen Pulliam | 3/27/18 12:32 PM |
| 486 - 79006 - 486 LVWSD 2017 CAT 1 | Karen Pulliam | 3/27/18 12:32 PM |

### Attachments

| Attachment         | Attachment Type |
|--------------------|-----------------|
| No items available |                 |

## Case Thread

| User          | Note  | Date                  |
|---------------|---|-----------------------|
| Karen Pulliam | <p>I have been awaiting a call with a status update for this Case. It has been over three months and escalated to management. Can someone please let me know where this case stands. I would be happy to explain in more detail. Please see the attachments which show that the 486 has been approved by USAC, but does not show a service start date in the DRT and states still in review.</p> <p>Thank you for contacting USAC Client Service Bureau regarding invoice being denied due to no FCC Form 486.</p> <p>We have escalated your case to USAC customer service management for a response.</p> | 7/12/2018 1:14 PM EDT |
| USAC          | <p>If you have additional questions please contact us at (888)-203-8100.</p> <p>Thank you,<br/>Jasmine A.<br/>Universal Service Administrative Company</p>  | 7/12/2018 3:26 PM EDT |

| User          | Note   | Date                   |
|---------------|--|------------------------|
|               | (USAC)<br>Client Service Bureau<br>(888) 203-8100  |                        |
| Karen Pulliam | It has been more than a month since this case was opened. I spoke with customer service yesterday and he stated someone would contact me soon. Can the reviewer please call me with an update? My phone number is 505-220-7275. Thank you. | 5/3/2018 12:21 PM EDT  |
| Karen Pulliam | Can I please request a status on this case....the Service Provider wants to reverse charges to the applicant since USAC will not approve invoicing? Thank you.   | 4/2/2018 6:38 PM EDT   |
| USAC          | Karen,<br><br>Your inquiry has been received. In order to provide you with a thorough and accurate response, we are currently researching your inquiry. We will provide a response as soon as we have more information.                    | 3/27/2018 12:37 PM EDT |

5 items

Case Contact

Case Contact Karen Pulliam